



Ally Campaign: Self-guided Training for Allies on the Health Sciences Center

Thank you for being a part of the Ally Campaign at the University of Louisville!

Our goals for this guide are for you to:

- Develop a more in-depth understanding of what is meant by the term “ally” and what it means to post a sticker, wear a rainbow pin or sign up on the Ally List
- Identify concrete steps you can take as an ally and ways to keep learning
- Describe LGBT-related policies at UofL and within Louisville
- Locate resources for
 - Terms people use in the LGBT community and terms to avoid
 - how to provide top notch health care to LGBT patients
 - how to provide top notch customer care to LGBT patients
 - LGBT community resources



What is an Ally?

Definition:

1. Someone who confronts biases in themselves and others
2. Has concern for the well-being of lesbian, gay, bisexual, transgender, intersex, queer, and other similarly identified people
3. Believes that bias and discrimination against LGBT people are social justice issues

In practice:

The LGBT Center's Ally Campaign asks that if you post a sticker, wear a pin or sign the Ally List that you understand that these symbols serve as messages to lesbian, bisexual, gay, and transgender students, patients and colleagues that you are generally knowledgeable and aware of LGBT issues, supportive and trustworthy.

Allies (largely folks who do not identify as LGBTQ although a lesbian could be an ally to a transgender person, for example) have done an enormous amount to advance the cause of LGBTQ equality. An ally can show support in a wide variety of ways. Read on!

Ways to be an Ally

Our 2017 Ally Campaign encourages several specific actions, but there are many ways to be an ally. Go here for more information:

<http://louisville.edu/lgbt/lgbt-hsc/ally-campaign-at-the-health-sciences-center-campus>

Ally Campaign actions:

- **Show support with an ally symbol.** Email the LGBT Center at lgbthsc@louisville.edu for a free ally symbol to communicate your commitment to creating a safe, welcoming HSC. Available symbols include:
 - **Ally sticker** for your office or educational spaces
 - **Rainbow sticker** for clinical spaces
 - **Rainbow pin** to wear on your lapel or lab coat wherever you go
- **Attend Safe Zone Training** – The LGBT Center's Safe Zone program is all about creating safe and welcoming experiences in your office, classroom, or clinical space. Workshops include LGBT-specific health issues relevant to research, academic medicine, and practice, and last 1.5 hours with lunch provided.
- **Sign up as a LGBT-friendly healthcare provider** – Add your name to the OutCare or ULP provider websites, and send a powerful message of inclusion to patients who are actively seeking LGBT-friendly providers. Sign up on ULP's website by emailing ULPMarketing@ULP.org and join the state-wide OutCare website by going here: www.outcarehealth.org/join. (It only takes a minute!)
- **Join the Center's Ally List** – Let your colleagues, students and potential applicants to your program know you are an ally by adding your name to the LGBT Center's ally website here: <http://louisville.edu/lgbt/faculty-and-staff-allies-at-u-of-l/faculty-and-staff-allies-list-1>



- **Take a Selfie and Share It** – Snap a selfie of you and your colleagues being an ally and share it. Here’s what to do! Snap a selfie then post it to Instagram or Facebook using #HSCALLY. We’ll upload your pic, put a cute filter on it, and then repost your selfie as a part of the Ally Campaign, to be featured on the LGBT Center’s FB page and IG. We’ll even ask your school if they want to share it on their Facebook or social media page also! Quick and easy!

Many other actions that an ally can take:

- Explore your feelings, values, beliefs, and thinking about lesbians, bisexual, gay, and transgender people.
 - Participate in Safe Zone I and Safe Zone II trainings at UofL
- Educate yourself about LGBT concerns.
 - *An Ally’s Guide to Issues Facing LGBTQ Americans* on the Human Rights Campaign Website (www.hrc.org/resources/an-allys-guide-to-issues-facing-the-lgbt-community)
 - Local Kentucky-level advocacy group Fairness Campaign (www.fairness.org)
- Talk with LGBT people and affirmative allies
 - Attend events hosted by the LGBT Center
- Identify community resources available to assist LGBT individuals.
 - See resources at end of this document
- Create a supportive atmosphere.
 - Post your sticker, sign up on the Ally List or wear your pin
 - Let jokesters know gay and transphobic jokes aren’t funny. Challenge prejudiced remarks and jokes. Responding assertively in these situations is difficult, but not responding at all sends a silent message of agreement.
 - Speak up if you see something happening that makes you worried that you or someone else is experiencing discrimination based on LGBT status. For someone to talk to confidentially contact the UofL BIRT (Bias Incident Report Team) crew here: <http://louisville.edu/biasresponse/>
- Avoid language that implies all people are heterosexual or that heterosexuality is the “normal” way to be.
 - It can be helpful to identify and change these deeply ingrained patterns by giving a friend permission to gently let you know anytime you accidentally use language like this.
- Advocate and participate in educational programs for your staff
 - Hang up flyers for the LGBT Center’s programs and tell others about them in staff meetings to show your support for colleagues to attend without creating a punitive environment for those that do not feel comfortable attending such events.
- Remember that societal oppression and discrimination create much of the unhappiness of many LGBT persons
 - Statistics about the higher rates of HIV or suicide in the LGBT community often reinforces stereotypes that this is a “problem community.” Research has consistently shown however that it is social determinants of health such as discrimination that contribute significantly to poorer health outcomes.
Example:
<http://annals.org/aim/article/2292051/lesbian-gay-bisexual-transgender-health-disparities-executive-summary-policy-position>



- Keep in mind that LGBT people who are also members of other marginalized groups experience oppression in multiple ways.
 - Learn more here: <https://youtu.be/w6dnj2lyYjE>
- Know when your skills and knowledge reach their limits regarding LGBT issues. Refer people elsewhere when they need help that you cannot effectively supply.
 - See resources at end of this document.
- Know when the negative feelings you may have toward LGBT people prevent you from offering unprejudiced help. If you cannot change your feelings, refer elsewhere.
 - See resources at end of this document.
- Work for human and civil rights of LGBT people in order to create a more positive and just environment for all people.
 - *An Ally's Guide to Issues Facing LGBTQ Americans* on the Human Rights Campaign Website (www.hrc.org/resources/an-allys-guide-to-issues-facing-the-lgbt-community)
 - Local Kentucky-level advocacy group Fairness Campaign (www.fairness.org)

Some Common Concerns and Questions of LGBT Allies

How can I support people who are LGBT without my own sexual orientation or gender identity becoming an issue?

It's important to be aware that if you speak out about issues related to sexual orientation and gender identity, some people may question why the issue is important to you, and take it as an indication of your own sexual orientation. Take time in advance to think through how you feel about this. How do you feel about your own sexual identity? Are you comfortable with yourself? Regardless of your sexual orientation, a confidence in your own self-image will translate into a comfort that leaves you less vulnerable.

How should I respond to rumors that someone is LGBT?

Let others know that the sexual orientation or gender identity of any individual is irrelevant unless that person wishes to share that information. If you can, address any myths or stereotypes that may be fueling such speculation. If a particular person continues to spread rumors, talk to that person individually. If you are also thinking someone is LGBT and you wish they would just come out to you and get it over with, consider that gender stereotypes may be at play here rather than someone's identity. Generally it is best to create a welcoming environment for anyone that may be LGBT so that if this person is indeed LGBT they will feel more comfortable sharing that with you *when they know it is safe to do so*.

How can I get others to think more open-mindedly about people who are LGBT?

In short, be a role model for others by being open and visible in your support. Share your beliefs with others when appropriate. When LGBT topics come up, talk about them, do not just avoid them. Show that you are comfortable talking about these issues, and comfortable with people who are LGBT. Remember that part of your goal as an ally is to create bridges across difference, to increase understanding. While you may be motivated to share your views with others, be careful of being self-righteous: others cannot learn from you if they are turned off from listening to begin with. Of course, your views are more convincing if they are backed up by sound knowledge. Take the time to educate yourself so that you know what you are talking about.



How can I respond when someone tells a homophobic or transphobic joke?

Many people believe jokes are harmless, and get upset by what they perceive as "politically correct attitudes" when others are offended by inappropriate humor. Labeling a belief or attitude as "politically correct" is an indirect way of supporting the status quo and resisting change. Most people who tell jokes about any marginalized group have never thought about how those jokes perpetuate stereotypes, or how they teach and reinforce prejudice. Someone who tells jokes about people who are LGBT probably assumes everyone present is heterosexual, or at least that everyone shares their negative attitudes toward LGBT people. However, most people do not tell jokes to purposefully hurt or embarrass others, and will stop if they realize this is the effect.

Responding assertively in these situations is difficult, but not responding at all sends a silent message of agreement. No response is the equivalent of condoning the telling of such jokes. It is important to remember that young people, particularly those questioning their own sexual identity, will watch to see who laughs at such jokes, and will internalize some of the messages. In some instances, the inappropriateness of the joke could be mentioned at the time. In other situations, the person could be taken aside afterwards. Try to communicate your concerns about the joke with respect.

How can I respond to homophobic attitudes?

If you disagree with a negative statement someone makes about people who are lesbian, gay, or bisexual, the assertive thing to do is to say so. Again, silence communicates agreement. Remember what your goal is in responding: not to start an argument or foster hostility, but to attempt to increase understanding. Disagreement can be civil and respectful. Share your views without accusing or criticizing. You are simply presenting another way of thinking about the topic. You may need to be prepared for the kind of responses you might get to stating your beliefs. It can be difficult to speak out in support of people who are LGBT. You might be afraid that others will question your own sexual orientation, your morals, or your values, or that you will be ostracized in some way. It is easy to forget there might be positive effects of your speaking out as well.

How can I respond to people who object to LGBT people for religious reasons?

Usually, there is no way to change the minds of people who base their negative beliefs about LGBT people on religious convictions. However, while respecting their right to believe as they wish, you can share some information with them. It can be useful to point out that identifying as Christian is not incompatible with having positive beliefs about LGBT people. Not all individual Christians, nor even all Christian denominations, are uniform in their views about same sex relationships. There is a great deal of diversity among the Christian community with regard to beliefs about LGBT people. In addition, there is much disagreement about the Biblical basis for condemning same-sex relationships.

Qualities of an Ally

- Has worked to develop an understanding of sexual orientation, gender identity, and the needs of gay, lesbian, bisexual and transgender people
- Believes that it is in her/his self-interest to be an ally
- Is committed to personal growth (in spite of the probability of discomfort)
- Expects to make some mistakes but does not use it as an excuse for non-action
- Has a good sense of humor



Four Basic Levels of Becoming an Ally

1. Awareness:

Explore how you are different from and similar to gay, lesbian, bisexual and transgender individuals. Gain this awareness through talking with gay, lesbian, bisexual and transgender people, attending workshops and self-reflection. -Safe Zone I level.

2. Knowledge/Education:

Begin to understand policies, laws and practices and how they affect gay, lesbian, bisexual and transgender individuals. Educate yourself on the many communities and cultures of gay, lesbian, bisexual and transgender people. -Safe Zone I level.

3. Skills:

This is an area that is difficult for many people. You must learn to take your awareness and knowledge and communicate it to others. You can acquire these skills by attending workshops, role-playing, and developing support connections. -Safe Zone II level.

4. Action:

This is the most important step. Action is the only way to affect change in the society as a whole. -Safe Zone II level.

Benefits and Challenges of Being an Ally

Some Benefits

- You open yourself up to the possibility of closer, more authentic relationships with a wider range of people.
- You learn more accurate information about the reality of being LGBT, and have opportunities to learn from, teach, and have an impact on a population with whom you might not have otherwise interacted.
- You learn more about how values and beliefs about sexual orientation, gender identity, and gender expression impact your own and others' lives.
- You become less locked into gender role expectations and stereotypes.
- You empower yourself to take an active role in creating a more accepting world by countering prejudice and discrimination with understanding, support, and caring.
- You may become a role model for others when you have opportunities to share what you have learned, and have a positive impact on the climate in your school or workplace, or on the attitudes of your friends or family.
- Even the simple act of standing up to defend a LGBT individual can let them know that someone cares and they are not alone. Some individuals can feel so excluded and even hated that they turn to alcohol or drugs, or drop out of school to get away from unsupportive or cruel people, or even contemplate suicide.

Some Challenges

- Others may speculate about your own sexual orientation. You may be labeled as LGBT ("by association"). This may be uncomfortable for you.
- You may become the subject of gossip or rumors. You may be criticized or ridiculed by others who do not agree with you or who view the issue as unimportant or unpopular.
- You may experience alienation from friends or colleagues who are not comfortable



with the topic of sexual orientation. These people may distance themselves from you in order to avoid conflict or labels.

- Your values, your morality, and your personal character may be questioned by people who believe homosexuality is wrong, sinful, against family values, etc.
- You may become the target of overt or subtle discrimination, such as not being appointed to a committee, being excluded from certain activities, or a negative reflection on an evaluation.
- Due to some past negative experiences with heterosexuals, people who are LGBT may not trust you and may question your motivation.

Adapted from Beyond tolerance: Gays, Lesbians, and Bisexuals on Campus. (1991). N.J. Evans & V.A.



Dean Ganzel, Dean of the School of Medicine, receiving the news that she had been nominated by students, staff and faculty to receive the 2016 Ally of the Year Award!

Also pictured are Brian Buford (Executive Director of the LGBT Center) and Stacie Steinbock (Director of the LGBT Center's Satellite Office on the HSC).





LGBT Center Student Ambassadors from the Belknap Campus on the annual leadership retreat

LGBT-related policies at UofL

The University of Louisville is an Equal Employment Opportunity employer and its employment nondiscrimination policy includes **sexual orientation, gender identity, and gender expression**.

Equal Employment Opportunity statement in full:

The University of Louisville strives to provide equal employment opportunity on the basis of merit and without unlawful discrimination in terms of race, sex, age, color, national origin, ethnicity, creed, religion, disability, genetic information, sexual orientation, gender, gender identity or expression, marital status, or pregnancy.

Statement on Diversity in the University Community

The University of Louisville strives to foster and sustain an environment of inclusiveness that empowers us all to achieve our highest potential without fear of prejudice or bias. We commit ourselves to building an exemplary educational community that offers a nurturing and challenging intellectual climate, a respect for the spectrum of human diversity, and a genuine understanding of the many differences-including race, ethnicity, gender, socio-economic status, national origin, sexual orientation, disability, and religion-that enrich a vibrant metropolitan research university. We expect every member of our academic family to embrace the underlying values of this vision and to demonstrate a strong commitment to attracting, retaining, and supporting students, faculty, and staff who reflect the diversity of our larger society.

These statements can be found here:

<http://louisville.edu/hr/employeerelations/notice-of-nondiscrimination>



LGBT-related policies in Louisville

Louisville Metro (including all of Jefferson County) is protected by a Fairness Ordinance that makes it illegal to discriminate against LGBT people in key areas of their lives:

- Housing
- Employment
- Public Accommodations (e.g. restaurants and stores)

Only eight municipalities in the Commonwealth of Kentucky have such protections. Most places in the United States do not have such protections making it legal to fire someone for being LGBT, deny them housing, or ask them to leave public accommodations.

Learn more of the local history of our Fairness Ordinance at

https://en.wikipedia.org/wiki/Fairness_Campaign

For a national look at this issue, see the Human Rights Campaign www.hrc.org.

Resources

Terms – short list

- Birth Sex: determined by appearance of genitalia and chromosomes
- Cisgender: gender identity consistent with assigned birth sex
- Transgender: gender identity not consistent with assigned birth sex
- Genderqueer: gender identity neither exclusively male nor female
- Sexual orientation: spectrum of attraction to others
- Queer: any identity not exclusively heterosexual (reclaimed word with historically negative connotations)
- Pansexual: attraction to many or all gender expressions
- MSM: men who have sex with men
- WSW: women who have sex with women
- FTM: female-to-male transgender individual (transgender male)
- MTE: male-to-female transgender individual (transgender female)

Terms – long list

- The *Glossary of LGBT Terms for Health Care Teams* provides an excellent and more comprehensive list of terms you may hear.
- It can be downloaded here:
www.lgbthealtheducation.org/wp-content/uploads/LGBT-Glossary_March2016.pdf

It is always ok to say, “I don’t know as much about the term you just used as I want to. What does that term mean to you?”



Use	Do Not Use
Transgender Trans man (FTM) Trans woman (MTF)	Transgendered Transsexual He-she, it, pre-op/post-op, other dehumanizing terms or slurs
“What name would you like me to use for legal or insurance purposes?”	“What’s your ‘real’ name?”
“What pronoun would you like me to use?”	“What are you?” <i>or assuming pronouns without asking</i>
Gay, lesbian, LGBT	Homosexual
Sexual orientation	Sexual preference, lifestyle choice
Intersex <i>or</i> Differences in Sex Development (DSD)	Hermaphrodite

Gender-Neutral Terms (all are acceptable)
They / Their / Them We / Our Partner or Spouse person (ex. “transgender person”)





LGBT Health Certificate Session speaker Dr. Anne Koch posing with student and LGBT Center staffperson; 180+ participants attended this session on Transgender Issues in Dentistry



UofL LGBT Health Summit 2016; 200+ participants



LGBT Community and Health Care

A few of the health care disparities for this population:

LGB People

- 13% of older LGB adults report being denied healthcare or receiving low quality care because of their LGB status.
- 29% of LGB adults delay or avoid seeking medical care compared to 17% of heterosexual adults.
- 22% of LGB adults delay or do not receive prescription drugs compared to 13% of heterosexual adults.

Transgender People

- 19% to 27% of transgender people report being refused medical care
- 37% report being harassed or disrespected in hospitals or doctor's offices
- 3% report being physically assaulted in hospitals or doctor's offices
- 50% report having to teach their medical providers about transgender care
- One in three transgender people, and 48% of transgender men, have delayed or avoided preventive health care such as pelvic exams or STI screening out of fear of discrimination or disrespect

Barriers to Care for LGBT People

There are many reasons why LGBT people have difficulty accessing health care. Most of these problems can be summarized in three categories.

- Limited Access
 - First, they may have trouble with basic access to care. LGBT people are less likely to have health insurance, either because they have been rejected by their families when they are young, or because they are unemployed or homeless, or because they require services that are not available to them even when they have health insurance.
- Negative Experiences
 - Second, they may experience discrimination or prejudice from healthcare staff when seeking care. Bad experiences with inadequately-trained professionals are a big reason why LGBT people do not seek medical care; many also report that they look for clues when arriving at a health care facility, such as the way they are greeted by staff, whether non-discrimination policies are posted in public areas, or if there are single-occupancy or gender-neutral bathrooms.



- Lack of Knowledge
 - Third, LGBT people sometimes discover that providers do not have knowledge or experience in caring for them. These barriers present a challenge for LGBT individuals and health care staff throughout the nation. The good news is that overcoming them does not require extensive training or highly technical expertise.

How to provide top notch health care to LGBT patients

As a healthcare provider, you play a vital role in reducing barriers to care for LGBT patients, and improving health outcomes for your LGBT patients. **Thank you!**

There are two important things you can do:

1. Make sure your office space is welcoming.

- Your go-to resource is called *Ten Things: Creating Inclusive Health Care Environments for LGBT People*
- Booklet: <https://www.lgbthealtheducation.org/wp-content/uploads/Ten-Things-Brief-Final-WEB.pdf>
- Free Webinar: <https://www.lgbthealtheducation.org/webinar/ten-things/>

2. Make sure you are knowledgeable about LGBT health issues.

- Your best resources are
 - Participation in the LGBT Health Certificate on the HSC Campus. <http://louisville.edu/lgbt/lgbt-hsc/lgbt-health-and-wellness-competency-certificate-1>
 - Free online webinars and learning modules in specific areas of health care from the Fenway Institute's National LGBT Health Education Center. Continuing Education credits provided. <https://www.lgbthealtheducation.org/>

How to provide top notch customer care to LGBT patients

As “ambassadors” to health care environments, you play essential roles in creating welcoming spaces for LGBT patients. Thank you! Your role is truly vital. Your interactions with patients will be important to how safe they feel and whether or not they will return to this office to be a repeat customer.

Here are three essential resources you should be familiar with:

1. *Ten Things: Creating Inclusive Health Care Environments for LGBT People*
 - a. Booklet: www.lgbthealtheducation.org/wp-content/uploads/Ten-Things-Brief-Final-WEB.pdf
 - b. Free Webinar: <https://www.lgbthealtheducation.org/webinar/ten-things/>



2. *Affirmative Care for Transgender and Gender Non-Conforming People: Best Practices for Front-line Health Care Staff*

a. Booklet:

www.lgbthealtheducation.org/publication/affirmative-care-transgender-gender-non-conforming-people-best-practices-front-line-health-care-staff/

3. Online interactive module for how to interact with transgender patients

a. transhealth.ucsf.edu/video/story.html



HSC students at the Pride Cook-Out 2016; 500+ attendees total



Communication Best Practices in Healthcare Settings

We recommend that you post this sheet on your wall or desk as a helpful reminder.

Best Practices	Example
When addressing new patients, avoid pronouns or gender terms like “sir” or “ma’am.”	“How may I help you today?”
When talking to co-workers about new patients, also avoid pronouns and gender terms. Or, use gender-neutral words such as “they.” Never refer to someone as “it.”	“Your patient is here in the waiting room.” “They are here for their 3 o’clock appointment.”
Politely and privately ask if you are unsure about a patient’s preferred name or pronouns.	“What name and pronouns would you like us to use?” “I would like to be respectful – how would you like to be addressed?”
Ask respectfully about names if they do not match in your records	“Could your chart be under another name?” “What is the name on your insurance?”
Use the terms people use to describe themselves.	If someone calls himself “gay,” do not use the term “homosexual.” If a woman refers to her “wife,” then say “your wife” when referring to her; do not say “your friend.”
Only ask for information that is required.	Ask yourself: What do I know? What do I need to know? How can I ask in a sensitive way?
Did you make a mistake? Apologize.	“I apologize for using the wrong pronoun. I did not mean to disrespect you.”

From: www.lgbthealtheducation.org/publication/affirmative-care-transgender-gender-non-conforming-people-best-practices-from-t-line-health-care-staff/



Provider resources

- Identify yourself as an LGBTQ-competent provider for patients and colleagues
www.outcarehealth.org/join and www.uoflphysicians.com/lgbtq-care
- National LGBT Health Education Center: cultural competency education
www.lgbthealtheducation.org
- Healthcare Equality Index (Human Rights Campaign): benchmark of LGBTQ inclusion and equity in healthcare facilities
www.hrc.org/hei
- LGBT Mental Health Syllabus (Association of Gay & Lesbian Psychiatrists): educational modules on LGBT mental and developmental health
www.aglp.org/gap
- The Joint Commission: Field Guide to Improved LGBTQ Healthcare Quality
www.jointcommission.org/lgbt
- For more information, contact the LGBT Center on the HSC at lgbthsc@louisville.edu.

Patient & community resources

- Find LGBT-competent providers in your area
www.outcarehealth.org/outlist and www.uoflphysicians.com/lgbtq-care
- Louisville Youth Group: support group for LGBTQ youth ages 14-20
www.louisvilleyouthgroup.com
- PFLAG: support group for parents and friends of LGBTQ people
www.pflaglouisville.org
- Louisville AIDS Resource Center: provides oral healthcare to HIV/AIDS patients
(502) 852-1267
- 550 Clinic: provides medical care to HIV/AIDS patients
(502) 561-8844



- Centerstone of Kentucky: counseling services; addiction and recovery support
www.centerstoneky.org
- Louisville Veterans Affairs (VA) Medical Center: provides education and healthcare to LGBT veterans
(502) 554-4550, Dennis Cornell
- Transwomen National: A trans-centric, group based portal that exists solely for the empowerment and support of all Transgender women.
transwomennational.org
- The Fairness Campaign: Louisville Metro Policy Organization
www.fairness.org



Some of the 102 graduates of the LGBT Health Certificate in 2015

Thank you!

Contact us: lgbthsc@louisville.edu





LGBT Center Staff

Pictured from left to right:

Chaz Briscoe, Emily Noonan, Katy Garrison, Brian Buford, Lisa Gunterman, Tamara
Russell, Stacie Steinbock

Photo credit: Antonio Pantoja

LGBT Center Satellite Office on the HSC staff

Director: Stacie Steinbock

Program Coordinator: Chaz Briscoe

Research Coordinator: Emily Noonan

